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Fauziah Muhtar. New Straits Times. Kuala Lumpur: Mar 9, 2000. p. 37
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- ☐ 2. **Pivot Launches New Insurance Web Site - Pivot.com**
Business/Technology Editors. Business Wire. New York: Mar 7, 2000. p. 1
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- ☐ 3. **Where's the jingle? Fans of plastic want to cash in on smart-card technology, although most consumers see little reason to break their nickel-and-dime ways; [1 2 Edition]**
Diane McCabe. The San Diego Union - Tribune. San Diego, Calif.: Mar 5, 2000. p. I.3
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- ☐ 4. **Happiness counts**
Kerry Liberman. Credit Union Management. Madison: Mar 2000. Vol. 23, Iss. 3; p. 68 (3 pages)
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- ☐ 5. **The contentious American debate: The first amendment and Internet-based hate speech**
Paul J Becker, Bryan Byers, Arthur Jipson. International Review of Law, Computers & Technology. Abingdon: Mar 2000. Vol. 14, Iss. 1; p. 33 (9 pages)
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- ☐ 6. **Bytes for beginners**
Anonymous. NEA Today. Washington: Mar 2000. Vol. 18, Iss. 6; p. 35 (1 page)
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- ☐ 7. **ONLINE STORES HOPE SHOPPERS SAY AYE TO WATCHFUL ASSISTANTS; [Broward Metro Edition]**
MICHEL MARRIOTT The New York Times. South Florida Sun - Sentinel. Fort Lauderdale, Fla.: Feb 20, 2000. p. 1.F
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- ☐ 8. **A NEW BRAND OF SPAM Stock touting on reputable bulletin boards can inflate the value of obscure companies.; [MORNING Edition]**
JONATHAN LANSNER. Orange County Register. Santa Ana, Calif.: Feb 12, 2000. p. K.01

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- ☐ 9. **Managing retaliation: Drug robbery and informal sanction threats**
Bruce A Jacobs, Volkan Topalli, Richard Wright. Criminology. Beverly Hills: Feb 2000. Vol. 38, Iss. 1; p. 171 (27 pages)

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- ☐ 10. **Customer service takes eerie turn with online observers waiting to help; [1,2,7 Edition]**
Michel Marriott. The San Diego Union - Tribune. San Diego, Calif.: Feb 1, 2000. p. 11

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- ☐ 11. **'How May I Help You?' E-tailers using live customer service reps; [Rockies Edition]**
Michel Marriott The New York Times. Denver Post. Denver, Colo.: Jan 31, 2000. p. C.08

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- ☐ 12. **It's Not Big Brother, It's Customer Service**
Michel Marriott. New York Times (Late Edition (East Coast)). New York, N.Y.: Jan 27, 2000. p. G.1

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- ☐ 13. **Web-site hosting company on Express growth track**
Rebecca L Martin. Business First. Louisville: Jan 21, 2000. Vol. 16, Iss. 25; p. 5

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- ☐ 14. **New online service will serve renters; [Final Edition]**
Hubble Smith. Las Vegas Review - Journal. Las Vegas, Nev.: Jan 16, 2000. p. 1.L

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- ☐ 15. **JAWS & Powerskor Form Partnership for Secure Online Shopping**
Canada NewsWire. Ottawa: Jan 13, 2000. p. 1

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- ☐ 16. **JAWS & Powerskor Form Partnership for Secure Online Shopping**
PR Newswire. New York: Jan 13, 2000. p. 1

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- ☐ 17. **Meredith Corp.'s Successful Farming @griculture Online Enters Into Strategic Marketing Alliance With XSAg.com**
PR Newswire. New York: Jan 11, 2000. p. 1

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PR Newswire. New York: Jan 11, 2000. p. 1

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DIANA McCABE. Orange County Register. Santa Ana, Calif.: Jan 2, 2000. p. K.01

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20. **Human research tissue banks in the UK National Health Service: laws, ethics, controls and**

- ☐ **constraints**
Christopher Womack, Neil M Gray. British Journal of Biomedical Science. London: 2000. Vol. 57, Iss. 3; p. 250 (4 pages)
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- ☐ 21. **Protocols for automated negotiations with buyer anonymity and seller reputations**
Lorrie Faith Cranor, Paul Resnick. Netnomics : Economic Research and Electronic Networking. Amsterdam: 2000. Vol. 2, Iss. 1; p. 1
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- ☐ 22. **FREE ISPS BEGINNING TO MAKE AN IMPACT; [Broward Metro Edition]**
L.A. LOREK COLUMNIST. South Florida Sun - Sentinel. Fort Lauderdale, Fla.: Dec 19, 1999. p. 3.F
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- ☐ 23. **Advanced Manufacturing Online -AMO- Announces New Trading Platform**
Business Editors/High Tech Writers. Business Wire. New York: Dec 14, 1999. p. 1
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- ☐ 24. **LiquidPrice.com Revolutionizes Online Shopping; Retailers Openly Compete for Consumers' Business**
Business Editors/High Tech Writers. Business Wire. New York: Dec 13, 1999. p. 1
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- ☐ 25. **STUDY FINDS BREACH IN ISSUER ARMOR AGAINST ONLINE FRAUD**
Credit Risk Management Report. Potomac: Dec 13, 1999. Vol. 9, Iss. 24; p. 1
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- ☐ 26. **CREDIT CARD ISSUERS MUST HELP WEB MERCHANTS FIGHT ONLINE FRAUD**
Electronic Commerce News. Potomac: Dec 13, 1999. Vol. 4, Iss. 49; p. 1
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- ☐ 27. **FARMERS GO ONLINE TO BUY PRODUCTS CHEAPER PRICES LURE MANY GROWERS TO XSAG.COM.; [ALL Edition]**
PAUL NOWELL The Associated Press. Greensboro News Record. Greensboro, N.C.: Dec 9, 1999. p. B.8
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- ☐ 28. **The ethics of conducting social-science research on the Internet**
James C Hamilton. The Chronicle of Higher Education. Washington: Dec 3, 1999. Vol. 46, Iss. 15; p. B6 (2 pages)
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- ☐ 29. **ereorg Introduces Revolutionary Internet Debt Trading Market**
PR Newswire. New York: Dec 2, 1999. p. 1
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Andrew Linker. *The Patriot - News*. Harrisburg, Pa.: Feb 10, 1998. p. C.01

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- ☐ 2. **Lessons from a dozen years of group support systems research: A discussion of lab and field findings**
Jay F Nunamaker Jr, Robert O Briggs, Daniel D Mittleman, Douglas R Vogel, Pierre A Balthazard. *Journal of Management Information Systems*. Armonk: Winter 1996/1997. Vol. 13, Iss. 3; p. 163 (45 pages)

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